

"PAETEC is a large company with a small company feel. I never have to wait on hold or navigate through a maze of prompts when calling customer service. A live person answers the phone immediately."

David Mazzaccaro
IT Manager
Hudson Home Health Care

Industry:
Healthcare

Size:
6 Locations; 140 Employees

Location:
CT and MA

Founded:
1980

Web site:
www.hudsonhhc.com

Hudson Home Healthcare

Customer

Founded in 1980, Hudson Home Health Care is a private, family-owned and operated company that provides Home Medical Equipment (HME) and Durable Medical Equipment (DME) products and services to facilities and individuals requiring medical equipment and accessibility solutions.

Situation

Hudson's six locations ran on an aging, outdated network comprised of point-to-point circuits on Frame Relay. Recurring circuit costs and long distance rates strained the company's budget. Dissatisfied with their current situation and nearing the end of their contract, Hudson began a search for a new provider - one that would be affordable, responsive to their needs, and able to provide detailed usage reporting.

During the initial stages of Hudson's search for a new provider, PAETEC Business Development Manager Jason Grover presented PAETEC's wide range of products and services to Hudson's IT Manager David Mazzaccaro. "The timing was perfect for both PAETEC and Hudson. Our company was expanding, and the scope of services Jason presented easily replaced all of our data and voice agreements," stated Mazzaccaro. Hudson was so impressed with PAETEC's offerings, the home health care provider signed for PRIs and Private-IP Multi-Protocol Label Switching (MPLS) Virtual Private Network (VPN) with Quality of Service (QoS).

Solution

Hudson has realized significant cost savings and increased their bandwidth and scalability with PAETEC. In addition to PRIs and MPLS VPN, the company now employs a full portfolio of PAETEC products and services, including Hosted E-mail Security, managed routers and firewalls, Long Distance, Toll-Free routing, DNS hosting, Conferencing Service, and their Equipment for Services (EFS) program.

"The combination of a wide scope of products and services, incredible cost savings, local presence, and glowing referrals made PAETEC an easy decision."

David Mazzaccaro
IT Manager
Hudson Home Health Care

Solution (cont.)

Hudson leveraged their existing Voice over Internet Protocol (VoIP) service to increase their overall bandwidth and throughput with MPLS VPN with QoS, while drastically reducing their recurring circuit costs. PAETEC's MPLS VPN automatically interconnects Hudson's diverse locations, allowing applications to flow between each site instead of utilizing a central hub location. Hudson employees are able to access corporate data anytime, anywhere in a secure manner. As Hudson continues to expand, MPLS VPN makes it simple to add more locations to the MPLS network.

As a result of Hudson's rapid growth, the company needed to purchase new equipment, including routers, firewalls, circuits, cabling, and other Cisco equipment. "The costs associated with upgrading our old systems could have hindered Hudson Home Health Care from moving forward with advanced technology, but PAETEC had an answer: EFS," commented Mazzaccaro. The EFS program is a profit-sharing mechanism that provides PAETEC customers with a unique method for acquiring equipment and software with minimal or no capital outlay, while recognizing a reduction in current network cost. "This exclusive program enabled us to affordably implement hardware upgrades and greatly improve our overall network foundation," continued Mazzaccaro.

As previously mentioned, Hudson also had detailed usage requirements that PAETEC's customer service portal was able to fulfill. "With PAETEC Online, we have the ability to monitor our services and, with the data it provides, make well-informed decisions regarding our account," stated Mazzaccaro. "PAETEC is a large company with a small company feel. I never have to wait on hold or navigate through a maze of prompts when calling customer service. A live person answers the phone immediately. If there is ever a problem, trouble tickets are opened quickly; I am always kept informed and their status is constantly updated and available in PAETEC Online," stated Mazzaccaro.

As Hudson's trusted partner, the company asked PAETEC to manage their routers, firewalls, and configuration changes, such as ports, access rules, and routing. Both PAETEC Online and PAETEC's Managed Services have increased the company's efficiency and allow the company to focus on their primary business objections.

Solution (cont.)

“Our company is continuing to grow, resulting in very dynamic data and voice networks. With PAETEC, we’ve combined cost-cutting technologies, such as VoIP and QoS, Hosted E-mail Security, and Toll-Free routing, and are able to bring it all together under one roof. We’ve created a technological foundation that has the flexibility to grow with our company. In a very short period of time, PAETEC has proven to be a compelling business technology associate, and we look forward to sharing our business growth with PAETEC over the years,” remarked Mazzaccaro.

Result

“How can I describe my relationship with PAETEC? In one word, collaborative,” stated Mazzaccaro. “PAETEC has assisted us in opening new sites and moving existing sites, all with an attention to detail, commitment, and sense of ownership that is unparalleled in the industry. PAETEC’s products and services have exceeded our expectations.”

Just by switching to PAETEC PRIs, Hudson saved 45%. Additionally, their Long Distance rate was cut by 54%. “We were making more calls, but our monthly cost was dramatically reduced,” remarked Mazzaccaro. On the data side, PAETEC replaced the company’s aging hub and spoke 256K Frame Relay circuits with a 512K-meshed MPLS network at a fraction of the cost.

“The combination of a wide scope of products and services, incredible cost savings, local presence, and glowing referrals made PAETEC an easy decision,” commented Mazzaccaro.